VidyoMobile™ for iOS
User Guide

Program Version 1.1 (41)

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TABLE OF CONTENTS

1. **Welcome** 1
2. **Getting Started With VidyoMobile** 3
3. **Point-to-point Calls** 13
4. **VidyoConferencing** 16
5. **Getting Help** 25

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1. Welcome

Welcome to the world of *mobile* VidyoConferencing™. The age of high quality mobile audio/video person-to-person (what we call point-to-point) calling and teleconferencing has arrived. And VidyoMobile™ for iOS makes it possible.

Your organization has decided to join the revolution using Vidyo's products and services. The purpose of this guide is to introduce you to VidyoMobile and to show you how it works.

Your VidyoPortal™ and VidyoDesktop™ enable you to have audio/video teleconferences with other users in your organization (and guests) from your desktop. VidyoMobile extends that capability to your Apple iPhone®, iPad® and iPod touch®. (There's also a version for Android.)

VidyoMobile offers everything you need to make your video calls and conferences as effective as possible.

- VidyoMobile for iOS supports iOS 5 and 5.1.
- You can use familiar iOS gestures like pinch to zoom and swipe to pan.
- On each person's image in a call or conference you can see their names overlaid on them.
- You can see which users are online, whether a conference room is occupied, and whether it's locked or requires a PIN to enter.
- You can manage your contact list.
- You can see what other participants are sharing from their desktops (like an Excel spreadsheet or Keynote slide) in both point-to-point calls and video conferences. (Currently videos and other media files can't be shared.)
- You can switch between the front and rear facing cameras or turn your camera off (what we call Privacy mode).
- VidyoMobile automatically adjusts to changes in your available bandwidth and processing power.
- VidyoMobile uses H.264 Scalable Video Coding (SVC). (It's technical but all you need to know is that it's a Good Thing.)
- Depending on which device you're using you can encode (send video) in up to VGA resolution and decode (receive video) in up to 720p HD resolution.

If you're familiar with VidyoDesktop you should pick up VidyoMobile without too much trouble. However, throughout this guide we haven't assumed you're an expert VidyoDesktop user.

We know you don't like to read manuals. Nobody does. But if you give this one a quick read you'll get the most out of VidyoMobile right away. Promise. Besides, this guide isn't as brutally boring as most manuals. At least we think so. But then again we write this stuff for a living.

OPTIMAL/MINIMAL REQUIREMENTS

Supported OS

- **iOS** version 4.x or later (supports iOS 5 and 5.1)

Recommended Devices

- new iPad (third generation)
- iPhone 4S
- iPhone 4
- iPad 2
- iPod touch (fourth generation)

Compatible Devices

- iPad

VidyoConferencing Systems Supported

- VidyoPortal version 2.1 or later

Connectivity

- Your mobile broadband connection or a Wi-Fi connection

Note: You know how cell phone and computer monitor ads always say “screen images simulated”? Not here. All of the images in this guide are actual screenshots taken directly from the actual devices. No Photoshopping. VidyoMobile really does look this good. Actually, it looks better. We had to compress the screenshots to keep this guide from being a huge file.

HOW TO GET THE VIDYOMOBILE APP FROM THE APP STORE

1. Search for "VidyoMobile" using the App Store search function.
2. Tap the VidyoMobile icon to install the app as you would for any other iOS application.

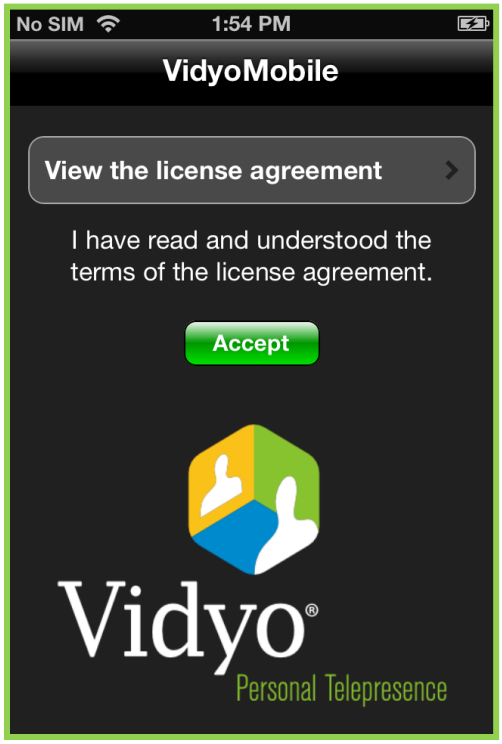
   Once the VidyoMobile app is installed you'll be returned to the Springboard.

   Note: The same VidyoMobile app works with iPhone, iPad and iPod. There is no cost to you to download the app. However, the first time you connect with your organization's VidyoConferencing system an individual license will be deducted from the number your organization has purchased.

ACCEPTING THE EULA

1. Find the VidyoMobile icon in the Springboard.
2. Tap the icon.

   VidyoMobile starts. The very first time you start the program you'll be given the opportunity to view the Enterprise User License Agreement (EULA) and accept it.



3. Tap the **View the license agreement** button to read the EULA.

No SIM
1:54 PM
VidyoMobile
License Agreement
Vidyo End User License Agreement including Limited Warranty, and Disclaimer of Warranty
End User License Agreement
VIDYO, Inc. is a Delaware corporation with a principal place of business 433 Hackensack Ave., 6th floor, Hackensack, NJ 07601 ("Vidyo").
IMPORTANT: PLEASE READ THIS END USER LICENSE AGREEMENT CAREFULLY. DOWNLOADING, INSTALLING OR USING VIDYO OR VIDYO-SUPPLIED SOFTWARE CONSTITUTES ACCEPTANCE OF THIS AGREEMENT. THIS LICENSE OF THE SOFTWARE IS VALID ONLY UPON THE CONDITION THAT YOU ACCEPT ALL OF

4. After you've read the agreement tap the **VidyoMobile** button to return to the previous screen.
5. Tap the **Accept** button.

HOW TO LAUNCH THE VIDYOMOBILE APP

To launch VidyoMobile once you've accepted the EULA:

1. Find the VidyoMobile icon in the Springboard.
2. Tap the icon.

   VidyoMobile opens to the Login page.

HOW TO LOG IN TO YOUR VIDYOPORTAL

To log in to your VidyoPortal:

1. Enter the address of the VidyoPortal you want to connect to.

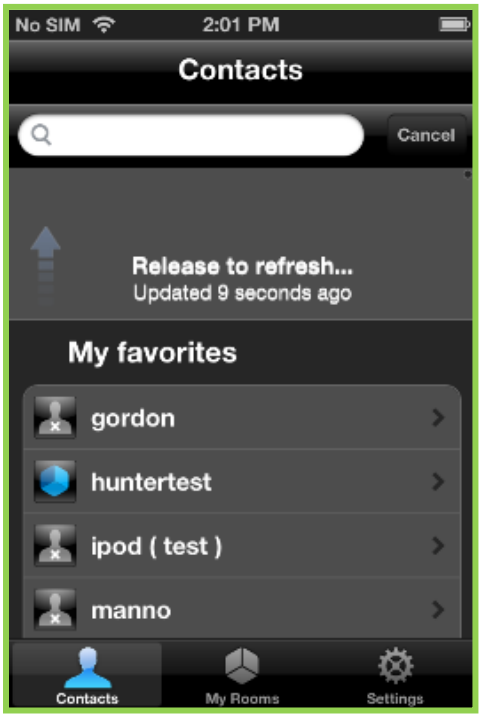
   If you don't know the correct address, ask your help desk or system administrator.

2. Enter your username.
3. Enter your password.
4. Tap the **Login** button.

VidyoMobile opens to the Contacts screen. It shows your Contacts under your My favorites list and a Search field at the top so you can find other users.

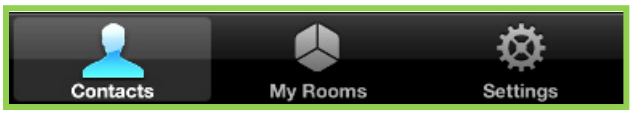
Note: Your system might require your VidyoMobile device to access your company VidyoPortal using what's called a "Web proxy." If it does, your System Administrator of Help Desk will let you know how to set up a Web proxy on your device.

If you pull down your Contacts list (or a Search list) it will force the list to refresh as shown below. (This screenshot was taken a moment after the list was pulled down.)

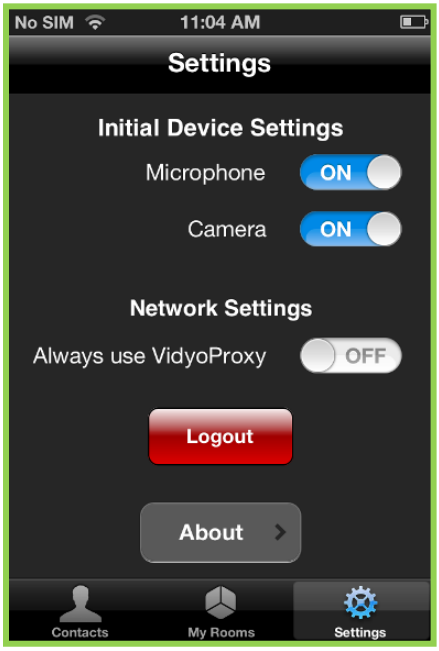


Hint: Your contact list refreshes every minute or so (to show you who's online and offline). If you want to check it right now, just tap and drag down anywhere on the list and it will be refreshed immediately.

THE MAIN MENU



- The Contacts tab displays all of the people you've added to your Contacts list. See page 11.
- The My Rooms tab displays your personal room (every user has one—think of it as your online office). See page 16.
- The Settings tab opens the Settings screen. See below.



SETTINGS

Initial Device Settings

- **Microphone** – It's common to enter a conference with your mic turned off as a courtesy to others, especially if it's a large conference. When someone asks you a question or you have something to add to the discussion you can turn your mic on using the **Microphone** button on the In-Call menu (see the next section).
- **Camera** – You might "mute" (turn off) your camera in a large conference because you may never be seen on a lot of other people's screens anyway. (For example you could be in a VidyoConference with dozens—even hundreds—of participants but someone using a smartphone may be able to see a maximum of three participants at a time.)

Network Settings

- **Always Use VidyoProxy** – Select this checkbox (tap on it) if your system administrator or help desk instructs you to.

- You also can logout or you can tap the **About** button to see which version of VidyoMobile you're running.

VIDYOMOBILE ICONS

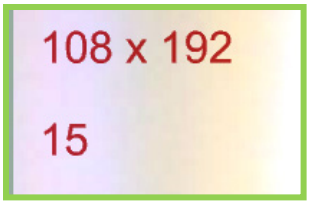
Like VidyoDesktop, VidyoMobile has a menu with icons you can use for call control and icons to indicate the status of users and meeting rooms.

The In-Call Menu

Whether you join a conference by tapping the **Join Room** button or place a call by tapping the **Call Direct** button on the User Details screen, a self-hiding Button bar appears at the bottom of the video. It's visible for only a couple of seconds and then it hides. To view the Button bar once it's hidden, simply tap once anywhere in the main part of the screen.

Toggles between:

- Showing participant names (including your own).
- Showing participant names plus resolution and frame rate.
- No text in the video layout.



Resolution and frame rate

Toggles between:

- Front camera
- Rear camera
- Camera off (Privacy mode)

Mutes your microphone. (When muted the button has a slash through it. Tap again to unmute.)

Mutes your speakers. (When muted the button has a slash through it. Tap again to unmute.)

Ends a call or your participation in a conference. (The conference can go on—even if it's in one of your rooms.)

User Status

A user's status determines whether you can place a direct call to them, join their room or invite them to attend a meeting. This icon appears to the left of the user's name in the Contacts list. They're slightly different from their VidyoDesktop equivalents.

Available — The user is online and available for a direct call and to join a room. The **Call Direct** and **Join Room** buttons are available.

Busy — The user is online but in a direct call or a conference. You can't contact them with a direct call. You can join their room if it is available (not full or locked). The **Call Direct** button is not available.

Offline — The user is not logged into the VidyoPortal. The **Call Direct** button is not on screen. You cannot place a direct call to them, but you can join their room.

Meeting Room Status

Each meeting room has a status icon that indicates whether it's available for you to join. It appears to the left of the room name. In addition, a room may require a PIN number to gain access. When you cannot join a room, the **Join Room** button is not on screen.

The Join Room button is not available when the room cannot be joined because of:

- Connectivity issues (You're in a cellular dead spot, no Wi-Fi, the Portal is down and so on.)
- The room owner has locked it.

For PIN protected rooms, the Join Room button becomes visible upon starting the entry of a PIN and becomes active only after entering the first digit of a PIN to join the room.

There are five room statuses:

Any Unoccupied Room —The **Join Room** button is active. (The room is not locked nor protected by a PIN).

Any Occupied Room —The **Join Room** button is active. However, if the room is full, you won't be able to enter it.

Locked — The room is locked and you can't join it. The **Join Room** button is not on screen.

PIN-Protected Room — This user's room is PIN protected. When you attempt to join the room you will be prompted to enter a PIN. (The room owner can tell you the PIN in person, email it to you, send it via SMS and so on.)

Locked and PIN-Protected Room— For the truly security-conscious user. Lock *and* PIN-protect your room.

HOW TO SEARCH FOR A USER (OR ROOM) AND ADD THEM TO YOUR CONTACT LIST

A user is anyone registered with your VidyoConferencing system. When you add a user to your contact list the user becomes a contact. A room is any public room, which is like an online conference room. You can make a room a contact too.

1. Tap the Search field at the tops of the Contacts screen.

   As soon as you do the onscreen keyboard appears.

2. Enter the name or part of the name of the user you're searching for and tap the **Search** button to the right of the space bar on the keyboard.

   You can search for:

   - A person

     Search will match the first letters of any of the user's names. You can type the entire name of just part of it. The search begins automatically as soon as you pause or stop typing. To search for user Sherlock Holmes you could type `sher` or `holm` but not, for example, `lock`. To search for user Arthur Conan Doyle you could type `art` or `con` or `doy`. All members whose names match what you type will be listed. (If Arthur's user name was simply Arthur Doyle then typing `con` wouldn't work.)

   - A public room

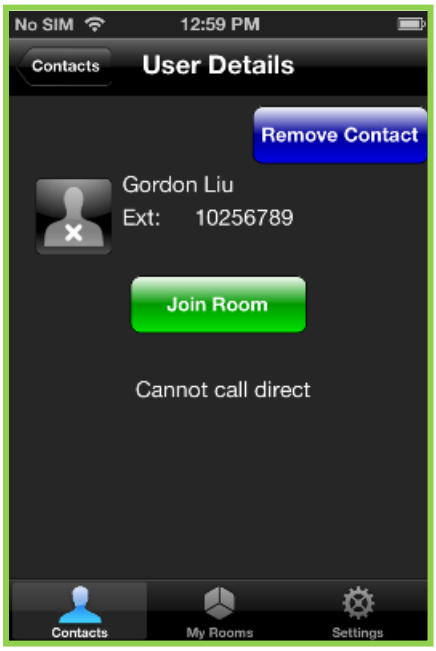
     For example, if there's a public room in your system named West Coast Sales you could enter the beginning of any of those three words.

   - A legacy device that your system administrator has added to your VidyoConferencing system.

A legacy device is a conferencing system that uses earlier technology. One of your company's clients or vendors may use one. Your VidyoConferencing system can work with many legacy devices.

If you want to get the keyboard off your screen for any reason tap the **Cancel** button. On the iPad and iPad 2 you can also tap the standard iOS dismissal button in the lower right corner of the keyboard.

3. When you're done typing the name tap the **Search** button. When you're presented with more than one match just tap on the one you want.



The user or room you searched for is listed. (If not, you might want to try another spelling.)

4. If you want to add the person to your contact list tap the **Add Contact** button.

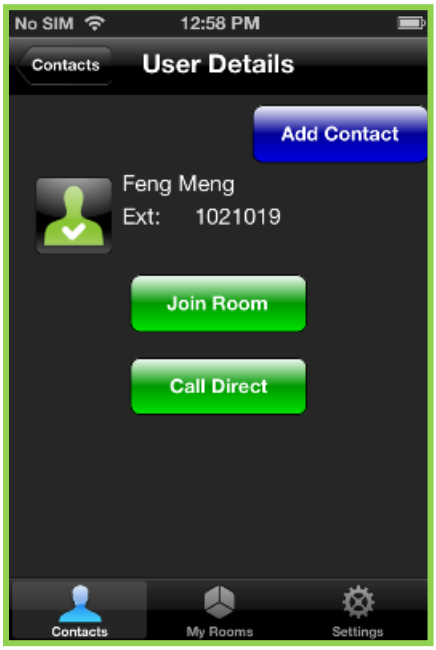
Note: It may take a few seconds (less than a minute, though) for the person to appear on your contact list.

Once you've added a contact, the **Add Contact** button changes to a **Remove Contact** button. All contacts you've added to your Contact list have one**.** Tap it to remove the contact whose details you're viewing.

HOW TO MAKE A POINT-TO-POINT CALL

1. From the Contacts tab tap on the name of the contact you wish to call (or run a search for the person if they're not already on your Contacts list).

   The person's User Details page opens.

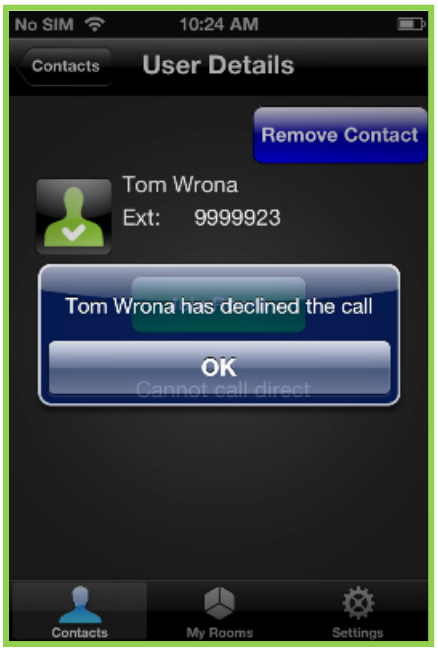


2. Tap the **Call Direct** button.

   When the person you're calling answers, you'll see their camera's view and your camera's view.

To make either image fill your entire screen simply double tap it. (This doesn't increase the resolution the image may appear less sharp).

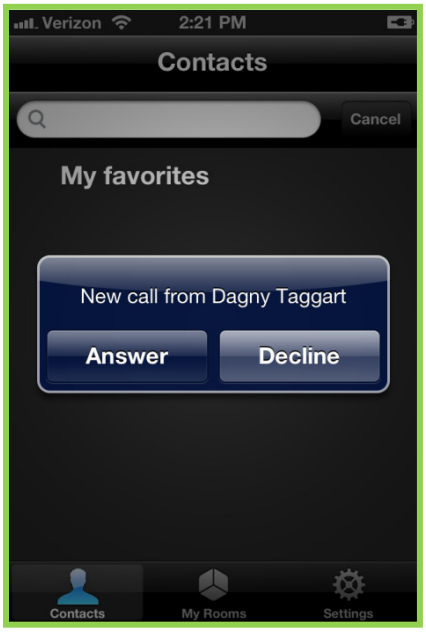
If the person you called declines your call you'll get a notification.



If you get declined don't take it personally. Tap the **OK** button and move on. Maybe the person is on the phone talking to your boss about getting you a raise. You never know.

How to Answer a Point-to-point Call

When you receive a call you'll hear the distinctive VidyoMobile ringtone and a dialog box will pop up announcing the call.



1. Tap the **Answer** button and you'll be connected.

Note: VidyoMobile must be running in the foreground in order for you to receive notification of an incoming call.

If you can't accept the call right now tap the **Decline** button. The calling party will be notified that you declined the call.

How to End a Call

1. Tap the screen once to open the Button bar and tap the red phone icon on the far right.

HOW TO START AND JOIN VIDYOCONFERENCES

There's no way built in to this version of VidyoMobile to send an invitation to a video conference from within the program. (But members using VidyoDesktop can call you to a conference and you can accept the invitation.) If you want to have a conference you can tell the people you'd like to participate:

- In person
- By phone
- By email
- By SMS
- In Chat (Lync, Google etc.)

How to Join a Conference in Your Own Room

To enter a conference room:

1. If the conference is going to take place in your own room, simply tap on your name at the top of the My Rooms screen to be connected and begin your meeting.

You'll be in your room. You'll see yourself on screen (unless you've set your camera to be off when you start a call or meeting or don't have a camera). That's called Self-View. If others were connected prior to your joining, you'll see them on the screen and you'll see your own image.

Tip: To remove your Self-View window, double tap it to expand it; then tap the ✖ in the upper right-hand corner.

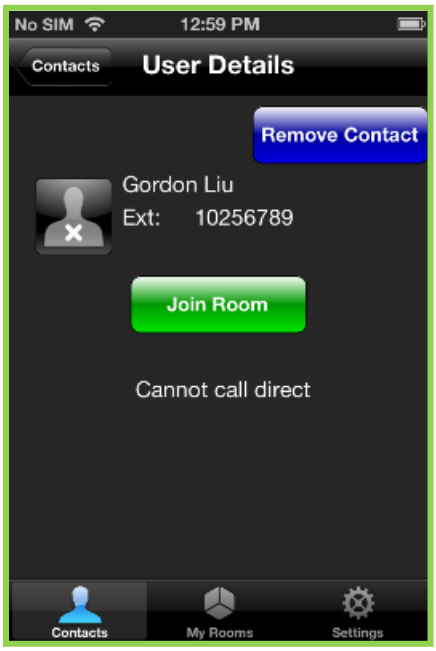
How to Join a Conference in Someone Else's Room

There are two ways to join a conference. You can initiate a call into a conference or the owner of the room the conference is in can call you.

This is how you can join a room.

1. If the conference is scheduled to take place in someone else's room or a public room use the Search function to find the room as described on page 10.

2. From the search results tap on the name of the host to bring up the User Details screen or tap the name of the room to bring up the Room Details screen.
3. To join the conference, simply tap the **Join Room** button.

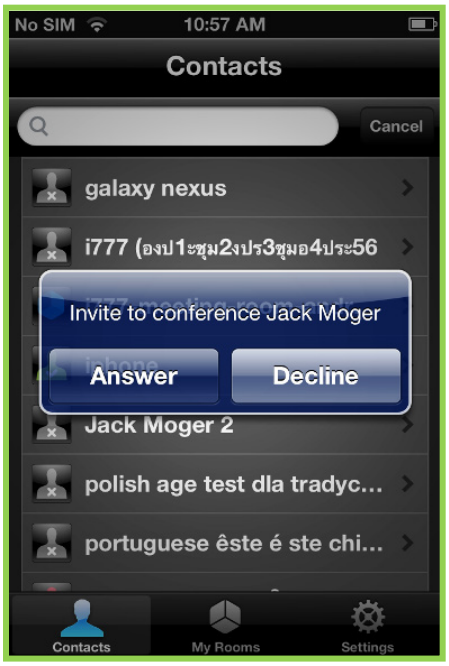


Tip: If you'll be meeting in this room frequently, tap the **Add Contact** button to add it to your contacts list. In the screenshot above the user already has.

Note: In this version of VidyoMobile you cannot join a conference by clicking on a link emailed to you as you can with VidyoDesktop.

This is the how you can answer a call inviting you to a conference.

Someone can call you from a conference in progress. Like if somebody suddenly realizes they could use your input. If your device is on and VidyoMobile is running you may see a dialog box like this show up:



Just tap the **Answer** button to join the conference or the **Decline** button if you don't intend to join it.

How to Leave a Conference

1. Just as you would in a call, tap the screen once to open the Button bar and tap the red phone icon on the far right.

CALLING LEGACY DEVICES

A legacy device is as ordinary cell[1] or landline telephone or conferencing system that uses non-Vidyo standards. A legacy device has no personal room. (Working with legacy devices requires an optional VidyoGateway™ component be installed in your system.) You may want to call a vendor or customer who uses a legacy device.

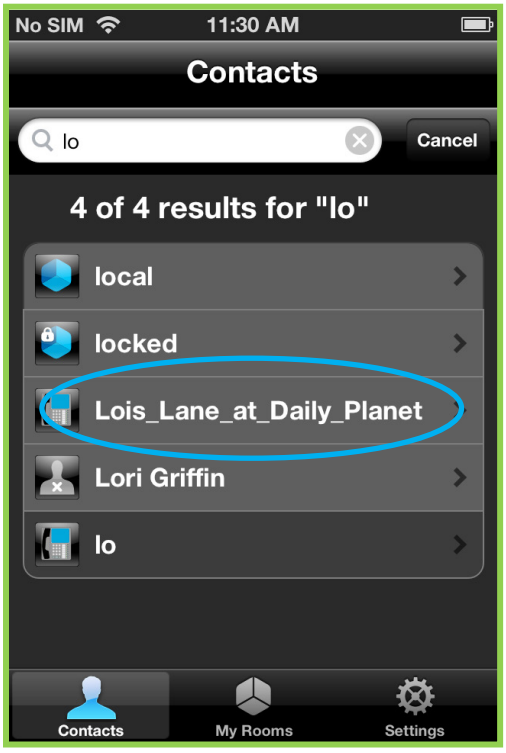
There are, for our purposes, two kinds of legacy devices. Your System Administrator can add a legacy device to your system by entering all of the calling information required to call the device. You can also call a legacy device whose information hasn't been added to your system if you know the legacy device's calling information.

How to Call a User on a Legacy Device That's Been Added by Your Administrator

1. In the Pre-Call menu tap on the Contacts tab.

[1] If a cell phone or tablet has VidyoMobile installed it's not considered a legacy device.

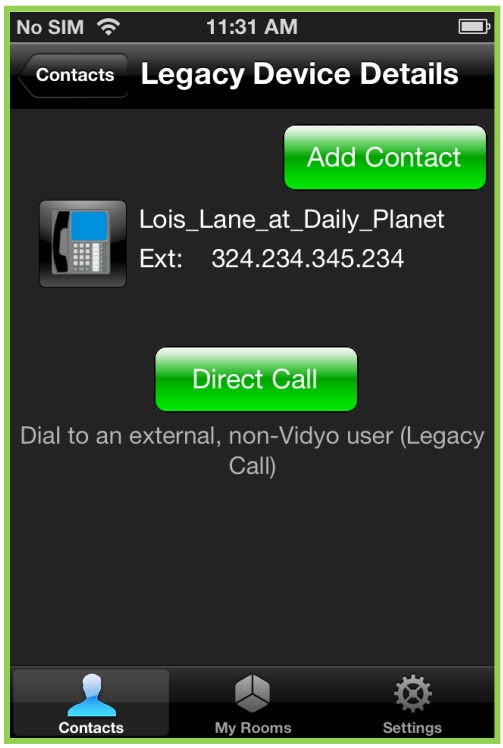
2. Tap the Search bar.



3. Star enter the name your System Administrator has given to the person (who uses the legacy system) you want to call.

4. Tap the contact as soon as he or she shows up in the search results.

   It's circled in blue in the screenshot above. Once you tap the name, the Legacy Device Details page opens.

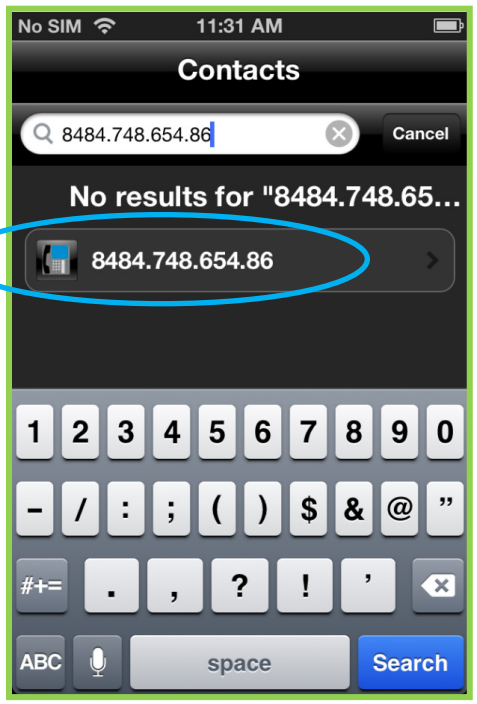


5. Tap the **Direct Call** button to connect to the contact at the legacy system.

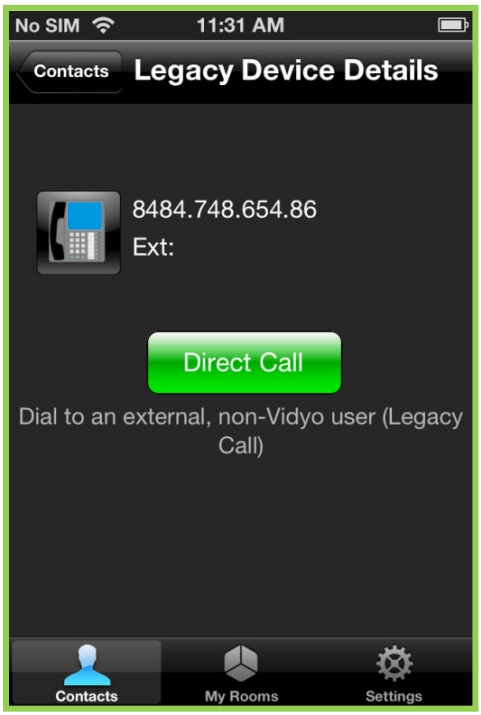
How to Call a User on a Legacy Device That Hasn't Been Added by Your Administrator

1. In the Pre-Call menu tap on the Contacts tab.
2. Tap the Search bar.
3. Enter the *service prefix* for your VidyoGateway and the address of the user you want to contact.

   The service prefix followed by the address is called the *dialing string*. You'll need to ask your System Administrator or Help Desk for this information. In the screenshot below an example is circled in blue.



Note: The **`No results found for...`** message appears because VidyoMobile checked to see if the dialing string you entered is already in the database. Of course it isn't! You're dialing a legacy device and user you *know* isn't in the database. But the program doesn't now that so it dutifully searches your contacts for the dialing string and reports back that it couldn't find it.



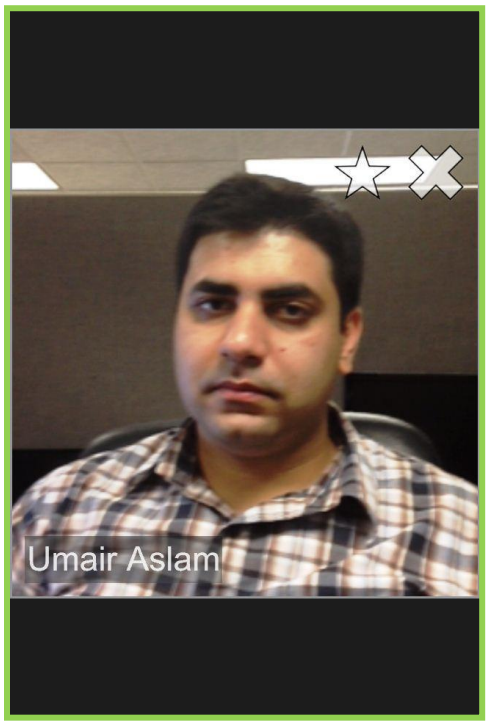
4. Tap the **Call Direct** button to connect.

What Vidyoconferences Look Like

This is what a conference with four other people might look like on an iPad or an iPhone 4S in landscape mode.

Of course on an iPod touch you have a less powerful processor so you're limited to viewing two participants at a time. You see the most recent speaker and the next most recent speaker on your screen among other variations. iPhones before the iPhone4S are limited to viewing two participants at a time.

HOW TO CHANGE VIEWING MODES



When you double tap an image it dominates the screen and you'll see a ★ and a ✖ in the upper right-hand corner of the screen, as seen above. If you tap an image's ★ it joins the Starred group and the ★ turns to ★. Starred participants have precedence over unstarred participants (★ or no star) in determining who would appear in the largest tile (Preferred mode).

These are some examples that help illustrate how the symbols work:

- If you have one starred participant, that person will always appear in the largest tile regardless of other participants who may speak louder.
- If the number of starred participants matches the maximum number of participants your device can display, you'll never see an unstarred participant.
- If there's more than one starred participant, those participants will switch in and out of the largest tile according to the loudest speaker among the starred group.
- To remove a participant from the starred group tap on the ★ . The user will become unstarred (★).

Tapping a participant's ✖ sends him or her to the dock, excluding that person from appearing in the main layout. The ✖ turns into an ✖ for a user in the dock. If you tap the ✖ the participant is no longer excluded from appearing in the main layout.

When you've minimized people to the dock note that a new icon appears on the far left of the Button bar. The number in the icon's upper left-hand corner represents the number of participants you've minimized to the dock.

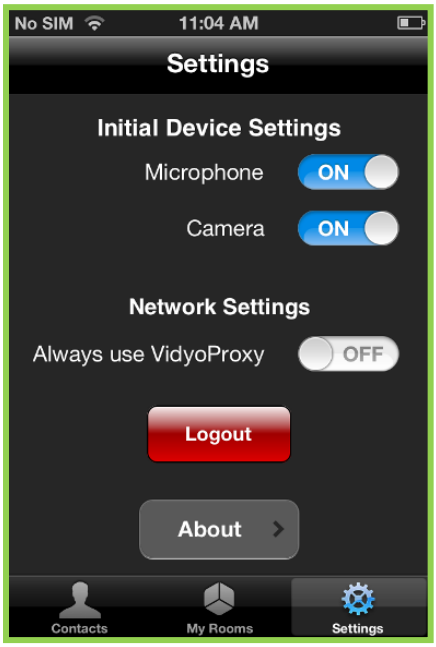
HOW TO GET HELP

For technical support please contact your help desk or system administrator.

How to Tell Which Version of VidyoMobile You're Running

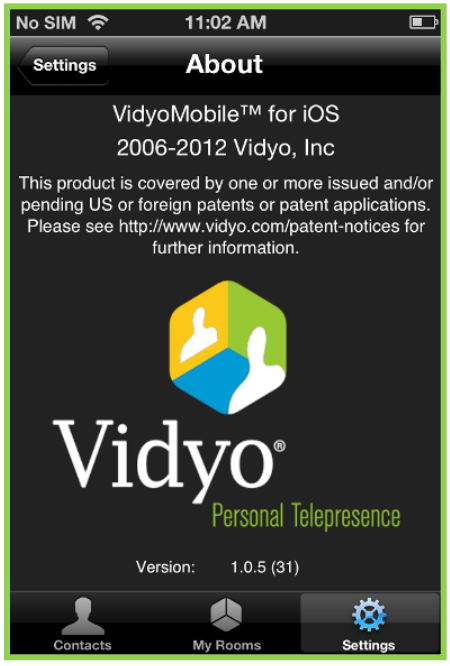
If you need to know which version of VidyoMobile you're running:

1. Tap the **Settings** button.



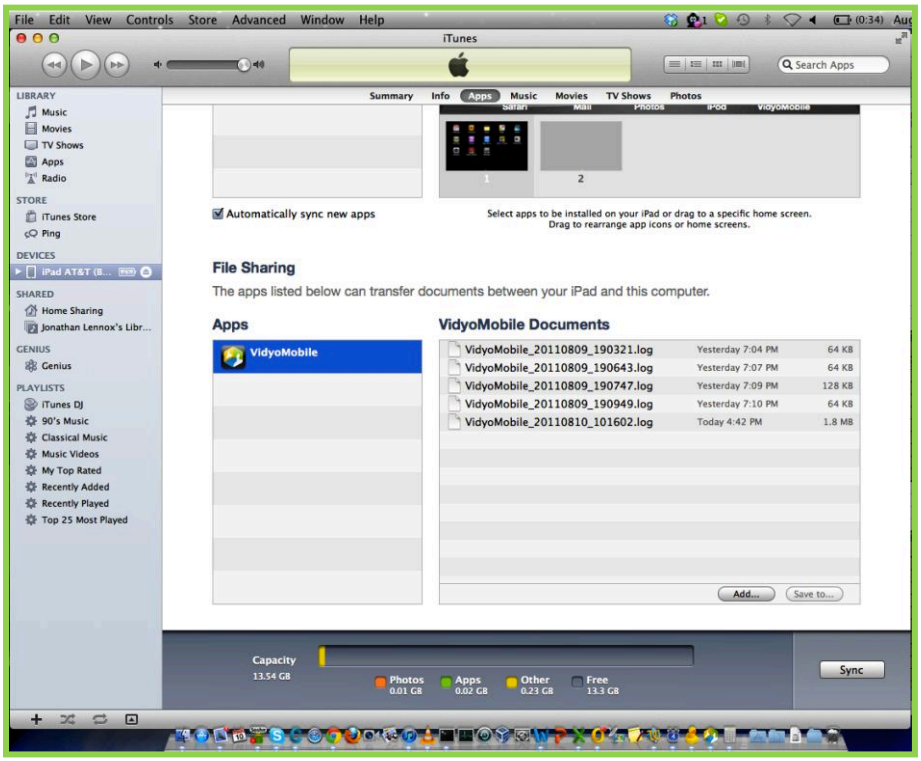
2. Tap the **About** button.

   The version number is at the bottom of the screen.



How to Access Log Files

VidyoMobile for iOS keeps log files (lists of things it's done and when it did them). For troubleshooting, your help desk or a Vidyo Customer Support person may ask you to send one or more of your device's log files. It's easy to get to them. You just need to have iTunes installed on your computer. In addition to a MacOs version there's a version for Windows too. iTunes is free and available on Apple's Web site.



1. Plug your device into your PC or Macintosh.

   iTunes should start automatically. If it doesn't, start it.

2. Select your device from the DEVICES list on the left.
3. Scroll down to the Apps section of the window.
4. Tap VidyoMobile.
5. Drag one or more of the log files listed under VidyoMobile Documents to your desktop.
6. Now you can email the requested log files to your help desk or Vidyo Customer Support.